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12. If you are participating in a webinar workshop the following conditions apply:

- One (1) participant per registration.
- Each participant will require a computer, internet access and an echo cancelling headset with microphone to participate in the workshop.
- Payment must be received 48 hours prior to the workshop date.
- Participants will be required to follow all setup instructions 1 day prior to participating in the workshop. These instructions will be forwarded by email as part of the invitation after registration.
- Participants must log on to the workshop 15 minutes (minimum) before it is due to start. Failure to do so may result in the participant forfeiting their place in the workshop.
- Participants are expected to comply with the following guidelines for conduct during the workshop:
 - Maintain professional language.
 - Be respectful when discussing colleagues or other agencies.
 - Treat other participants and ECTARC workshop facilitator with courtesy, respect and consideration at all times.
 - Maintain the confidentiality of information received during the workshop.
 - Each participant must take responsibility for their own conduct; failure to do so may result in being removed from the workshop.
 - Workshop material remains the property of ECTARC and cannot be reproduced or copied without permission.

13. In the unlikely event that ECTARC is required to cancel a workshop; the workshop will be rescheduled, or a full refund will be issued to the registered participants.

- ECTARC does not issue refunds if a participant is no longer able to attend, however payment can be transferred to another individual or workshop. If so, a new registration must be completed to be eligible to attend. Participants must contact ECTARC to arrange transfer of registration to another individual at least 48 hours prior to the workshop.
- If a participant fails to meet registration requirements, no refund will be issued.
- Refunds will not be issued for technical difficulties experienced by the participant.
- ECTARC offers participants the opportunity to appeal against a decision or make a complaint.

14. The information requested in your registration will be used by IACC/ECTARC for research, statistical information to the relevant government departments and internal management purposes only. In supplying the requested information, the participant is deemed to have consented to the use of the information for those purposes. IACC/ECTARC agrees that the information will not be given or sold to any third party and will only be used for the above specified uses.

15. If you have any questions regarding the Terms of Use, please contact ECTARC via our [Contact page](#).